

**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION**

At a session of the Public Service  
Commission held at its office in  
Jefferson City on the 2<sup>nd</sup> day of  
November, 2016.

In the Matter of the Reapplication of The )  
United Way of Greater Kansas City, Inc. f/k/a )  
The Heart of America United Way, Inc. for an )  
Order of the Commission Granting it )  
Continuing Authority as an Information and )  
Referral Provider for Purposes of 211 service )

**File No. AO-2017-0059**

**ORDER GRANTING AUTHORITY TO CONTINUE SERVING AS AN  
INFORMATION AND REFERRAL SERVICE PROVIDER**

Issue Date: November 2, 2016

Effective Date: November 12, 2016

In File No. AO-2004-0036, the Commission authorized United Way of Greater Kansas City (UWGKC) to serve as a Missouri Information and Referral Provider (I&R) for a period of three years. The Commission extended that authority in File Nos. TO-2007-0338 and AO-2011-0025. On August 29, 2016, UWGKC filed an application, pursuant to Commission Rule 4 CSR 240-28.090, for continuing authority as an I&R, for purposes of 211 service. The Commission issued an order directing that notice be sent, and no intervention requests or objections were received.

On October 4, 2016, the Staff of the Missouri Public Service Commission (Staff) filed its recommendation that the Commission grant the requested relief. On October 13, 2016, Staff filed an amended recommendation, deleting an unnecessary request in its recommendation. No responses to the Staff's recommendation were filed.

Under Commission Rule 4 CSR 240-28.090, an applicant seeking authority to serve as a provider of 211 services must make a number of affirmations in the application. UWGKC has satisfied the Commission's requirements. Staff states that the application meets the requirements of the rule pertinent to a reauthorization of 211 service and should be granted.

The Commission has reviewed the application and Staff's recommendation, and determines that the requested relief should be granted.

**THE COMMISSION ORDERS THAT:**

1. The United Way of Greater Kansas City's application for continuing authorization to serve as a 211 Information and Referral Service Provider is granted.
2. The United Way of Greater Kansas City shall comply with the statements set forth in the application.
3. The United Way of Greater Kansas City is granted authorization as a 211 Information and Referral Service Provider for a period of three years.
4. This order shall become effective on November 12, 2016.
5. This case may be closed on November 13, 2016.



**BY THE COMMISSION**

A handwritten signature in black ink that reads "Morris L. Woodruff".

Morris L. Woodruff  
Secretary

Hall, Chm., Stoll, Kenney,  
Rupp, and Coleman, CC., concur.

Dippell, Regulatory Law Judge